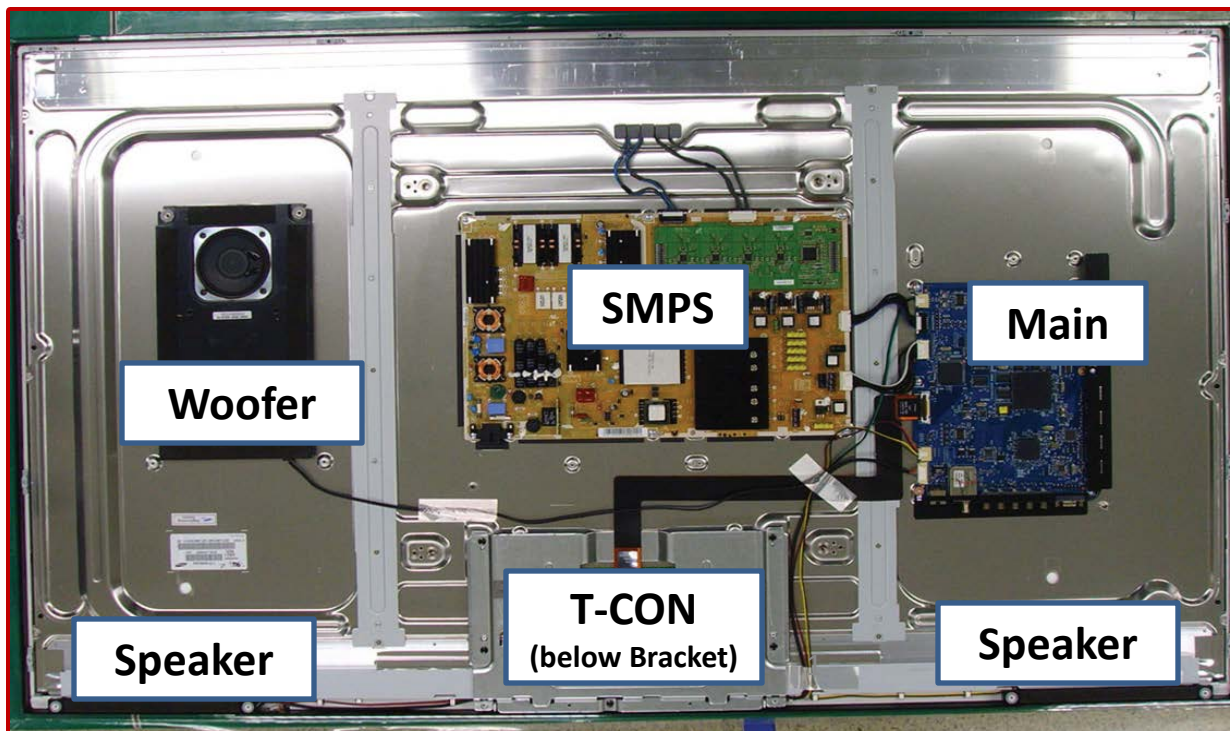




## SERVICE BULLETINS

No Bulletins listed as of 1/11/12

Verify Part Numbers are Current

| Version | Parts No    | Short Description |
|---------|-------------|-------------------|
| ALL     | BN44-00373A | SMPS              |
| ALL     | BN94-03514B | Main PCB          |
| ALL     | BN96-13685E | Function & IR PCB |
| ALL     | BN07-00878A | Panel             |
| ALL     | BN81-04402A | T-CON PCB         |
| ALL     | BN63-06543B | Back Bottom Cover |
| ALL     | BN96-12904J | Front Cover       |
| ALL     | BN96-12916M | Rear Cover        |
| ALL     | BN96-13131A | Stand Guide       |
| ALL     | BN96-13133A | Stand Base        |
| ALL     | 3903-000527 | Power Cord        |
| ALL     | BN40-00162A | Tuner             |
| ALL     | BN96-12723X | LVDS Cable        |

**HELP** : 1-888-751-4086 (Tech Support)

GSPN

<http://gspn3.samsungcsportal.com>

PLUS ONE

<http://my.plus1solutions.net/clientPortals/samsung>**HOT TIPS**

Power On Problems: (see page 2)

Video Problems: (see page 3.4)

Other:

HDMI Bleed-over

**FIRMWARE**

2/21/2011

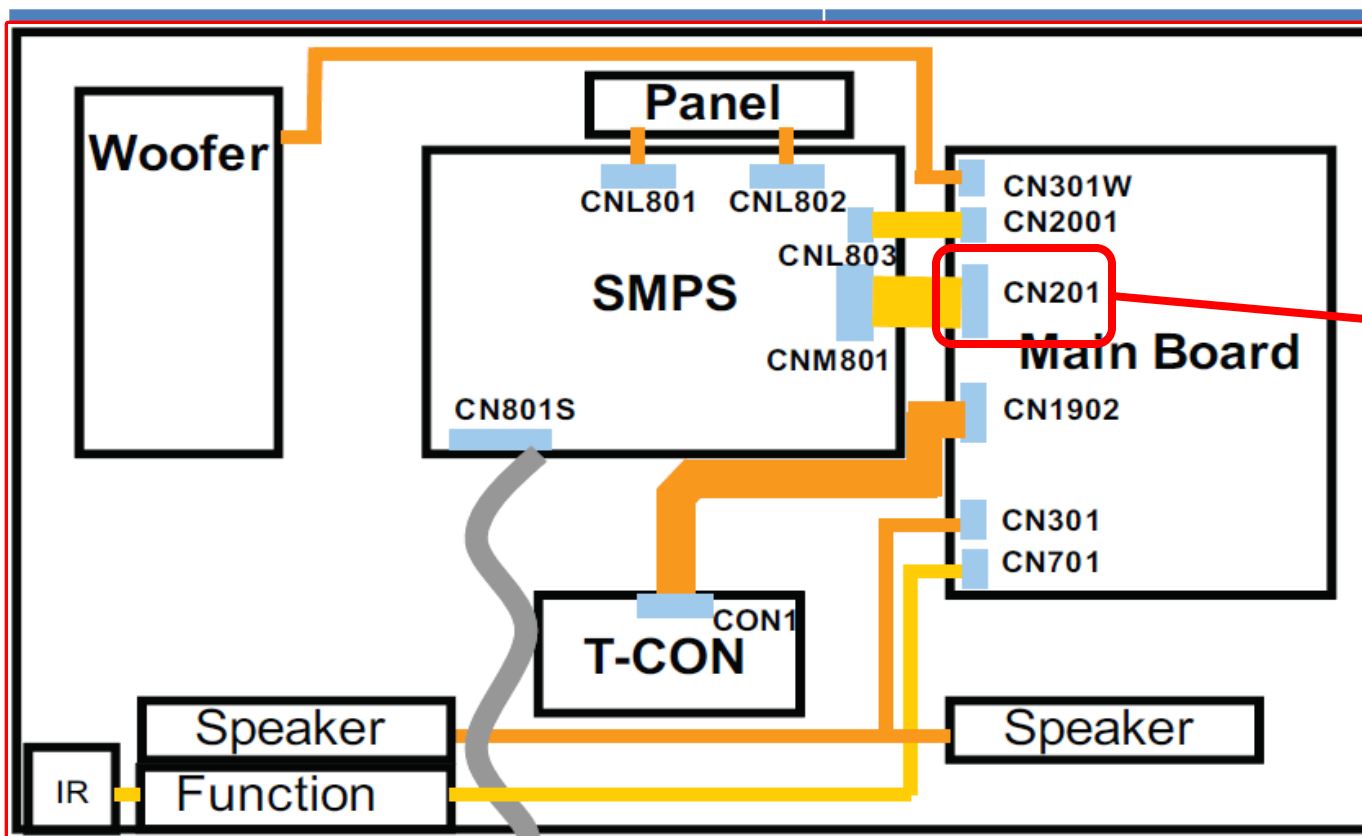
(T-VALAUSC, 1035.0)

**Reason:** Support Netflix 2.1 and MLB.tv apps. Support new TV camera (Model: CY-STC1100). Add "3D Optimize" option on Menu for better 3D image.(Only LCD/LED TV)

Previous: 1032.0

**Prevents :**

-USB Power Overload' message pops up even USB port is not connected  
 -Plug & Play is displayed upon power up.



| CN201 | SIG. | PIN | SIG.        |
|-------|------|-----|-------------|
| 1     | B12V | 10  | GND         |
| 2     | A5V  | 11  | GND         |
| 3     | B12V | 12  | H_OUT       |
| 4     | A5V  | 13  | B13V        |
| 5     | B5V  | 14  | PWM Dimming |
| 6     | B5V  | 15  | B13V        |
| 7     | B5V  | 16  | B5V         |
| 8     | GND  | 17  | B13V        |
| 9     | GND  | 18  | IP_DET      |

### Power On Sequence:

1. **Standby Voltages:** CN201-2, 4 (5V)
2. **Power On** probable error on CN201-2 or 4 PS\_ON )
3. **Low Voltage Supplies On** CN201-5,6,7,13,17
4. **Back Light Supply On** CN201 -16
5. **Back Light Confirmation** CN201-18

### To Force Backlight On without Main Board :

1. Remove Power Cord
2. Disconnect CN201
3. Plug In Power Cord
4. Backlight should be on immediately.

## TROUBLESHOOTING VIDEO PROBLEMS

### 1. Verify Video Operation

- Customer Picture Test** (models available)
- "Display"** (If display is OK source is suspected)
- Substitute with known good Source  
(external DVD or Signal Generator)

### 2. Using Test Patterns in Service Mode

- **ENTER SERVICE MODE** -

- Select an active source signal. (HDMI preferred)  
Test Pattern may rely on signal source to appear.

**Customer Remote**

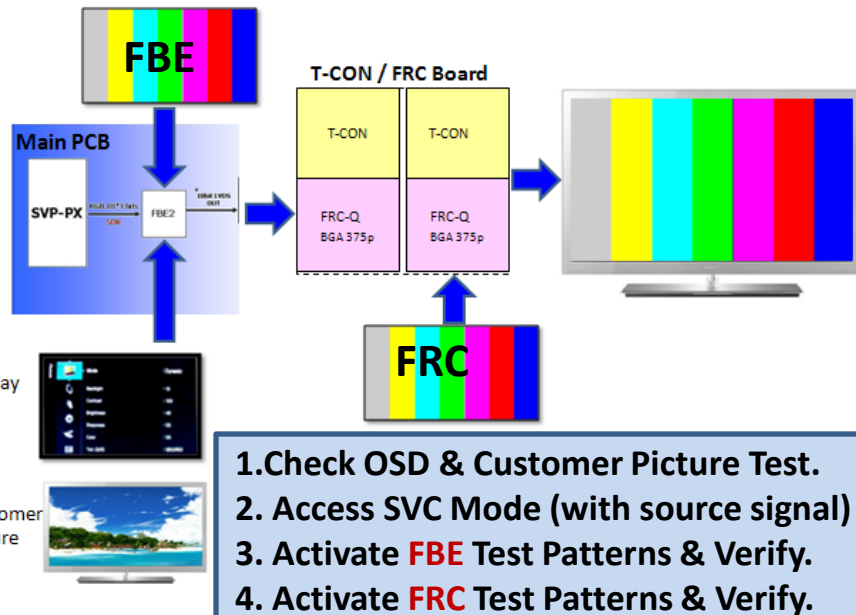
- Power off
- Mute, 182, Power

**Service Remote**

- Power On
- Info, Factory

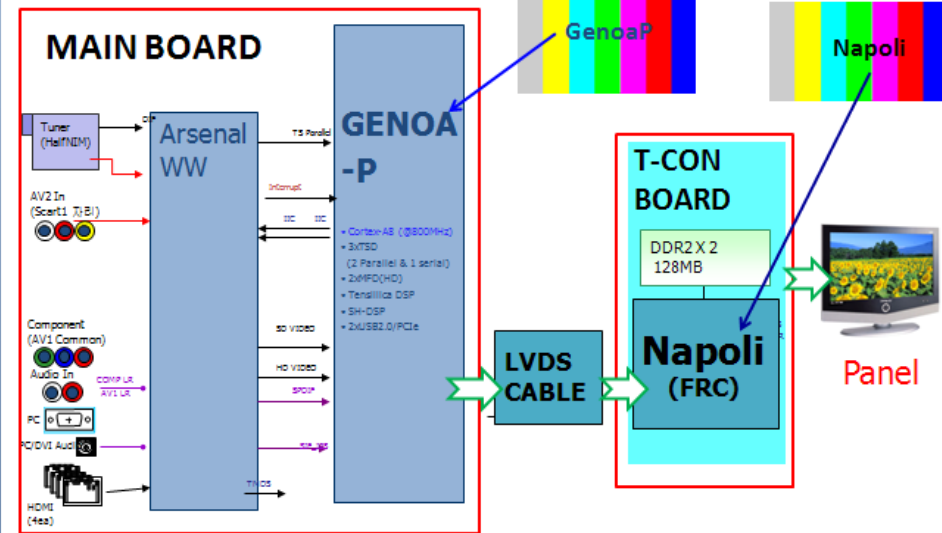
## 2010 Models

### LCD Signal Path for Troubleshooting



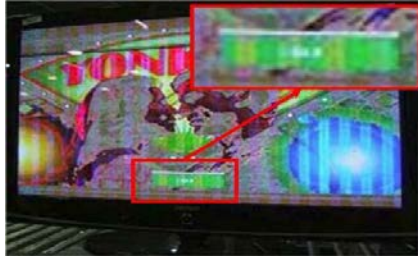
## 2011 LED 8000 Series

### Verify Test Mode Signals



- Select an active source signal. (HDMI preferred)  
Test Pattern may rely on signal source to appear.
- Access Service Mode
- Access **SVC**
- Access **Test Patterns**
- Access **Genoa-P**
- Check Test Patterns
- If OK suspect input Source
- Access **Napoli**
- Check Test Patterns
- If OK and Genoa-P was not good  
Suspect Main Board or LVDS Cable

## ON SCREEN FAILURE EXAMPLES:



If Picture & Display errors  
Defective Main Board, LVDS,  
or T-CON



Green lines or a green screen  
defective main board , LVDS , or  
T-CON.

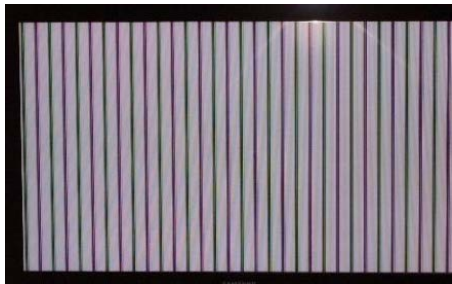


Original Image



Image on Screen

Pixelization can be caused by the main board  
but is more commonly a source error



Vertical or Horizontal Lines :Defective  
Panel likely but also T-CON, LVDS, or Main  
Board. Use Test Patterns in Factory Service  
Mode to determine error)

## ALIGNMENTS:

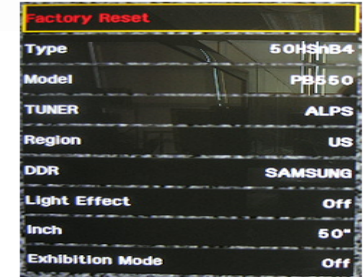
### 1. Check/Set Option Bytes:

Using the Customer Remote

1. Turn the power off and set to stand-by mode
2. Press the remote buttons in this order; POWER OFF-MUTE-1-8-2-POWER ON to turn the set on.
3. The set turns on and enters service mode. This may take approximately 20 seconds.
4. Press the Power button to exit and store data in memory.  
- If you fail to enter service mode, repeat steps 1 and 2 above.
5. Initial SERVICE MODE DISPLAY State

| Project    | PB5G            | PB5G          | PB5G          |
|------------|-----------------|---------------|---------------|
| Model      | B550            | B550          | B550          |
| Model Code | PN6B550T2FXZA   | PN6B550T2FXZA | PN6B550T2FXZA |
| No.        | ITEMS           |               |               |
| 1          | Factory Reset   | -             | -             |
| 2          | Type            | 50FSpl4       | 58FNK1        |
| 3          | Model           | PB550         | PB550         |
| 4          | TUNER           | ALPS          | ALPS          |
| 5          | Region          | US            | US            |
| 6          | DDR             | SAMSUNG       | SAMSUNG       |
| 7          | Light Effect    | Off           | Off           |
| 8          | Inch            | 50"           | 55"           |
| 9          | Exhibition Mode | Off           | Off           |

Option Bytes



2. Check/Perform Firmware Upgrade for  
all repairs.

3. Perform reset in Service Mode &  
Plug and Play if Main board is replaced.

### SPECIAL NOTES:

Inform customer of reset of all  
Settings if Main Board or Panel is replaced.

| Option   |        |       |        |     |              |           |          |         |             |           |                 |
|----------|--------|-------|--------|-----|--------------|-----------|----------|---------|-------------|-----------|-----------------|
| Type     | Model  | Tuner | Region | DDR | Light Effect | Audio AMP | Ch Table | Country | Front Color | Local Set | Exhibition Mode |
| 55A1UF0E | UC6800 | SEMCO | -      | -   | OFF          | -         | -        | USA     | T-W-Gray    | -         | -               |